

PATENT

Express Mail No. EV399608248US

Docket No. RSW920030089US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTOR(S): David A. Selby

EXAMINER:
GROUP ART UNIT:

APPLICATION NO. Not Yet Assigned

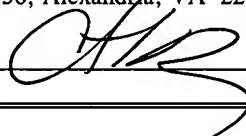
FILED: Herewith

TITLE: **SYSTEM, METHOD, AND COMPUTER PROGRAM PRODUCT FOR
INCREASING THE EFFECTIVENESS OF CUSTOMER CONTACT
STRATEGIES**

CERTIFICATE OF EXPRESS MAILING

I hereby certify that this correspondence, along with any papers indicated as being enclosed, are being deposited as Express Mail, (label EV399608248US), postage prepaid, in an envelope addressed to: Commissioner for Patents, MAIL STOP PATENT APPLICATION, P.O. Box 1450, Alexandria, VA 22313-1450, on March 22, 2004.

3-22-04
Date



Commissioner for Patents
MAIL STOP PATENT APPLICATION
P.O. Box 1450
Alexandria, VA 22313-1450

NEW APPLICATION TRANSMITTAL LETTER

Sir:

Enclosed are the following papers relating to the above-named new application for patent:

1. Specification (28 pgs.), claims (7 pgs.) and abstract (1 pg.);
2. Drawings (6 sheets);
3. Application Data Sheet; and
4. Information Disclosure Statement, including a copy of the non-patent publication cited therein.

CLAIMS AS FILED				
	No. Filed	No. Extra	Rate	Calculations
Total Claims	24 - 20 =	4	\$18	\$72.00
Independent Claims	3 - 3 =	0	\$86	\$0.00
Multiple Dependent Claim(s), if applicable			\$290 =	\$0
Basic Filing Fee				\$770.00
Total Fee:				\$ 842.00

Please file the application and charge **International Business Machines (IBM) Account No. 09-0457** the amount of **\$842.00** to cover the filing fee. Two copies of this letter are enclosed. In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **Deposit Account No. 50-0629** as required to correct the error.

Please address all correspondence to:

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Telephone calls should be directed to the undersigned at (215) 923-4466.

Respectfully submitted,

3/22/04
Date



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